



OFFICE OF THE ASSISTANT SECRETARY OF DEFENSE
HEALTH AFFAIRS

SKYLINE FIVE, SUITE 810, 5111 LEESBURG PIKE
FALLS CHURCH, VIRGINIA 22041-3206

TRICARE
MANAGEMENT
ACTIVITY

October 4, 2010

Dear TRICARE Beneficiary:

On September 1, 2010, the new TRICARE overseas contractor, International SOS Assistance, Inc. (International SOS), began managing referrals for patients needing health care outside of military hospitals and clinics. It quickly became apparent that the volume of referrals was much higher than anticipated.

International SOS responded by adding more staff to their call centers, and military treatment facility staff are also assisting with referrals. Appointment requests are being prioritized so that acute medical issues and obstetrics will be appointed first. In addition, Europe Regional Medical Command (ERMC) and International SOS are reaching out to local providers to address any concerns and assure them we appreciate their continued care of service members, families, and retirees.

If you have any difficulty getting emergency care, a referral, or an appointment with a provider in your local community, please call the International SOS Medical Assistance line at +44-20-8762-8133 or visit your TRICARE Service Center or Beneficiary Counseling and Assistance Coordinator. Visit www.tricare.mil/overseas for additional information and updates.

ERMC and TRICARE Management Activity are deeply committed to ensuring that all our patients receive quality health care and customer service. We offer our sincere apologies to you and your family for any inconvenience you may have experienced in arranging care in your local community.

C.S. Hunter
RADM, MC, USN
Deputy Director

Nadja Y. West
Brigadier General, US Army
Commanding General, Europe Regional Medical Command